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MEMORANDUM FOR:      All NWS Regional Headquarters, Regional
                     Maintenance Specialists, Electronic Systems
                     Analysts, and Electronics Technicians
                     [Engineering Handbook (EHB)-13, Series II
                     distribution]

FROM:                W/OPS1 - John McNulty

SUBJECT:             Transmittal Memorandum for EHB-13, Series II,
                     Issuance 02
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1.   <u>Material Transmitted</u>:

      Advanced Weather Interactive Processing System (AWIPS), Section
      1.0, AWIPS Information Note 12, IBM Linux Workstation
      Maintenance Concept.

2.   <u>Summary</u>:

      AWIPS Information Note 1 provides IBM support line information.

3.   <u>Effect on Other Instructions</u>:

      None.

W/OPS12:FJZ:713-1833x128
C:\dreamweaver\ops12\wwwroot\ehbs\EHB13 Files\Section 1.0 - AWIPS Information Notes\Info
Note 12.wpd
Updated:05/23/02

AWIPS INFORMATION NOTE 12 (for Electronics Systems Analysts)
Maintenance Branch
W/OPS12: FJZ

SUBJECT   : IBM Linux Workstation Maintenance Concept

PURPOSE   : To provide IBM Support Line Information

EFFECTIVITY   : All AWIPS sites that received the IBM Linux workstation.

TECHNICAL   : For questions or problems regarding these instructions please contact
SUPPORT   Franz J.G. Zichy at 301-713-1833 x128. For questions on installing
software, please contact the National Control Facility (NCF) at
301-713-9344.

INVORMATION:

A. Hardware Resolution

The IBM workstations are covered by a 3-year, 4-hour response, on-site maintenance.

1. In the event sites receive physically damaged IBM workstations, please notify Mr. Jeff
    Brown at 800-656-0833 x6137 or e-mail him at jjbrown@ibm4pcs.com for replacement
    parts.

2. If after the workstation installation sites identify hardware problems, call the IBM support
    line at 800-237-5511, and provide them with the IBM customer number 9234207.

B. Software Installation and Equipment Monitoring

1. When sites receive instructions from their regional AWIPS focal point to connect the
    Linux workstations to the AWIPS LAN, install R5.1.2, and the R5.1.2.1 R5.1.2.2 patches.

2. Once the software is installed, the NCF will load the IT/Ops agents and templates on
    each machine to monitor the new workstations.

C. Software Resolution

Sites are asked to treat the IBM Linux workstation software issues the same way as the HP-UX
workstations. In the event sites experience software problems with their new IBM workstations,
call the NCF at 301-713-9344.

> **NOTE:**   The NCF is only authorized to monitor nationally deployed Linux boxes; those using lx-1 and lx-2 hostnames.

D. Recovery CDs

IBM recovery cds are now stocked at the National Logistics Support Center (NLSC) in Kansas City, Missouri. The set of 3 cds can be ordered under ASN: M100–MP17.

REPORTING INSTRUCTIONS:

Report completed modification on a WS Form A-26, Maintenance Record, using the instructions in Engineering Handbook No. 4 (EHB-4), Engineering Management Reporting System (EMRS), part 2, attachment F. Include the following information on the A-26:
    Equipment code of **AGTA** in block 7
    Serial number of the GTA radio in block 8
    Modification number as **70** in block 17a

A sample WS Form A-26 is provided as attachment B.

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